

U.S. Army Medical Materiel Agency
Medical Maintenance Management Directorate
Medical Maintenance Operations Division
Medical Support Division – Tobyhanna, Pennsylvania
External Standing Operating Procedures

MRMC-MMO-MT

September 2009

1. Purpose

To provide guidance to units and organizations requesting services from the U.S. Army Medical Materiel Agency (USAMMA), Medical Maintenance Management Directorate, Medical Maintenance Operations Division, Medical Support Division – Tobyhanna, PA (MSD-Tobyhanna).

2. Scope

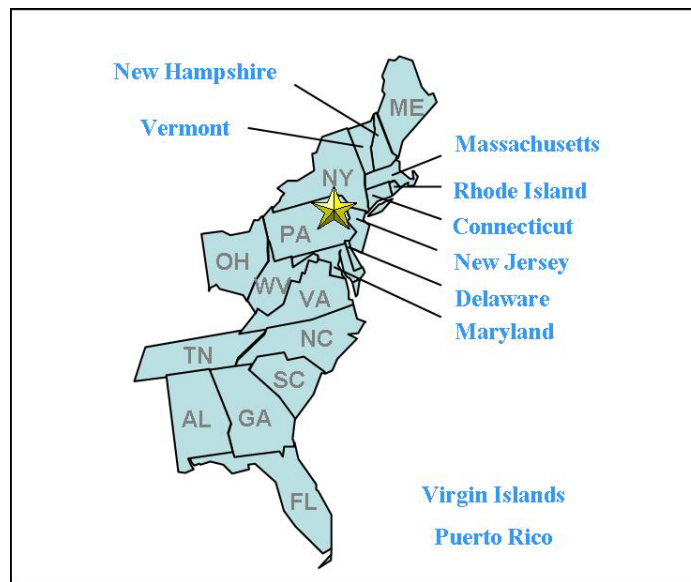
These procedures are applicable to all units and activities requesting support.

3. Mission

The USAMMA MSD-Tobyhanna provides depot-level services and functions in support of TDA and TOE medical equipment. In addition to providing outstanding maintenance support for a wide variety of the Army's medical equipment, we operate **USAMMA's Center of Excellence** for the AMEDD's Diagnostic Imaging Acceptance Program; the physical examination equipment refurbishment and loan program; the Army's Dental Hand Piece Rebuild Program; the audiometric equipment calibration program; Optical Equipment maintenance; TOE Laboratory Equipment, and PACS acceptance testing and centralized monitor support.

3.1. Tobyhanna serves as the regional manager, and your single point of contact to assist you with all of your medical maintenance support requirements.

3.2. The map below depicts Tobyhanna's Region.



4. Hours of Operation

Normal duty hours are 0630 to 1630 (ET) Monday through Friday. If you need assistance or service please contact the following personnel:

Chief	(570) 615-7744	DSN 795-7744
Shop Supervisor	(570) 615-7134	DSN 795-7134
Production Control	(570) 615-6396	DSN 795-6396
Work Order Status	(570) 615-7843	DSN 795-7843
Supply	(570) 615-7614	DSN 795-7614
Fax	(570) 615-7699	DSN 795-7699
Website:	http://www.usamma.army.mil/m3d.cfm	

5. Services Available

The MSD-Tobyhanna has the capability to refurbish and rebuild medical equipment to like-new condition, provide repair and return services, administer a Medical Equipment Standby Equipment Program (MEDSTEP), and provide on-site support. Tobyhanna is also one of three Regional Managers for the AMEDD Maintenance Sustainment Program.

5.1. TO&E Equipment - All TO&E equipment, to include high capacity x-rays and imaging. (All versions of Orex, Compagno, and ACR 2000 CR Readers).

5.2. TDA Equipment Items – Our TDA equipment maintenance support includes Optical Equipment, Audiometric Equipment, and Dental Hand pieces. **Tables 1, 2, and 3** list the respective TDA equipment items that are routinely serviced at Tobyhanna. Equipment items not listed in “services available” or on the USAMMA Maintenance Operations Divisions’ website should not be sent without prior coordination.

TABLE. 1 TDA OPTICAL EQUIPMENT		
MICROSCOPES	PHOROPTERS	LENSOMETERS
Nikon – Labophot 1 & 2 , Eclipse 50i	All Marco	Marco 101
Olympus – BH series & BX 40	Leica 11625	Leica 21 65 70
All Cambridge	All American Optical	Nikon – EL-7S
All Leica	All Reichert	Reichert – ML1
All AO		
SLIT LAMP	VISION TESTER	
TOPCON – SL30, SL6E & SL-D7	AFVT 2300	

TABLE 2. TDA AUDIOMETRIC EQUIPMENT
All Tracor/Tremetrics NOTE: RA 400A supportability is limited.
All Maico
Beltone – 120
Grason Stadler (Limited Supportability) – GSI 16, 27, 27A, 28, 33, and 38
Grason Stadler – Tymptstar, GSI 61, GSI 17

TABLE 3. DENTAL HANDPIECES
Kavo 632, 635, 642, and 643
Lares 557-757
Mid West, XGT
Mid West, Shorty 1 and 2 Speed (Slow Speed)
Mid West, Tradition (High Speed)
Mid West, Shorty Nose Cone (Fits on Shorty 2 Speed)
Mid West, Proply Angle
Mid West, Quiet Air
Mid West, 8000 I
Star, 430
Star, Titan Scaler

5.3. Assistance Visits: On-site assistance visits will be conducted annually by MSD-Tobyhanna for National Guard supported units within our region. This will be accomplished by division maintenance teams or arranged maintenance support with other maintenance activities in the state. The Chief/Shop Supervisor, Tobyhanna, will coordinate scheduling of visits. All other assistance visits to include On-Site technical assistance, training, and X-ray acceptance inspection requests will be coordinated through HQ, USAMMA. Please contact the Chief, Medical Maintenance Operations Division prior to submitting any request for assistance. Any unit desiring an on-site assistance visit with the exception of National Guard units will be required to submit a memorandum to:

U.S. Army Medical Materiel Agency
ATTN: MCMR-MMO-MO
693 Neiman Street
Fort Detrick, MD 21702-5001

5.3.1 Please contact the Chief, Medical Maintenance Operations Division at 301-619-9780 for further assistance.

5.4. Telephonic technical assistance - Technical experts are available to share their knowledge and experience. They will help diagnose and troubleshoot equipment failures.

5.5. Military Entrance Processing Station (MEPS) Direct Exchange Program - The MSD-Tobyhanna provides an equipment direct exchange program for the MEPS. When a piece of equipment fails, the MEPS call us for an exchange replacement. The replacement equipment is sent out immediately to the requesting unit. The unit then sends their broken equipment to us for repair and placement back into the exchange program. This process alleviates the need for any direct MEDDAC/MEDCEN involvement. Table 4 below, is a listing of equipment in the direct exchange program.

TABLE 4. MEPS EQUIPMENT			
NSN	NOMENCLATURE	MODEL	MFR
6515-01-C01-0001	Audiometer	HT Wizard	Tremetrics
6515-01-X18-2319	Bio-Acoustic Sim	Oscar VII	Quest
6640-01-C03-0017	Centrifuge	225A	Fisher
6515-01-C05-0004	EKG	LE11	Burdick
6515-01-C05-0005	EKG	Atria 3000	Burdick
6540-01-452-8207	Color Vision Tester	Optec 900	Stereo Optical
6530-01-429-4649	Exam Light	48600	Welch Allyn
6650-01-207-0829	Microscope	Labophot	Nikon
6650-01-325-3747	Microscope	Various	Amer Optical
6670-01-C19-0036	Digital Scale	WB-100A	Tanita
6670-01-C19-0032	Digital Scale	BWB-627A	Tanita
6640-01-375-9031	Vision Tester	2300A & 2300	Stereo Optical
6515-01-C13-0001	Vital Signs Monitor	Spot 4200B	Welch Allyn

Note: The MSD-Tobyhanna provides a Direct Exchange Program for selected equipment. To qualify for a DX, the equipment must be the same make and model, and must be repairable. No direct exchange will be complete until both parties are satisfied with the equipment they received.

5.6. Medical Equipment Standby Program (MEDSTEP) - This program is available to provide temporary loaner equipment during long repairs or temporary mission support. MEDSTEP assets may only be utilized to provide temporary replacement for equipment being serviced at the MSD-Tobyhanna. Our MEDSTEP assets include a variety of end items, components, or assemblies. A list of MEDSTEP assets available at the MSD-Tobyhanna is published periodically in the SB 8-75 series bulletins. Contact our Supply Section to request MEDSTEP assets.

Note: MEDSTEP equipment may not be used to fill equipment shortages or expand operational missions. Exceptions require command approval. When the owner's original equipment is received back, the MEDSTEP item, to include all accessories, must be returned to the MSD-Tobyhanna. Reimbursable customers that use MEDSTEP must provide funds as necessary to restore the MEDSTEP item back to serviceable condition.

5.7. AMEDD Sustainment Maintenance Program - The program is an OTSG/MEDCOM initiative with the USAMMA Medical Maintenance Management Directorate as the action office. USAMMA has operational responsibility for the program and acts as the focal point for all MTOE medical equipment maintenance. This program is designed to provide technical assistance visits to supported activities without organic maintenance capability, or when repairs are beyond their capabilities, manpower limits, or technical expertise. The overall objectives of the AMEDD Maintenance Sustainment Program are to:

- a. Increase readiness by ensuring MTOE medical equipment is mission capable.
- b. Provide visibility of medical equipment status for the Total Army.
- c. Increase flexibility to cross-level DS/GS sustainment maintenance workload.
- d. Establish sustainment training for medical equipment repairers.
- e. Provide a maintenance structure that will accommodate any medical maintenance related initiative.
- f. Increase maintenance capability by ensuring efficient use of all maintenance resources.
- g. Tobyhanna provides Sustainment Maintenance Support to the following areas:

Alabama	Maine	North Carolina	Tennessee
Connecticut	Massachusetts	Ohio	Virginia
Delaware	Maryland	Pennsylvania	Virgin Islands
District of Columbia	New Hampshire	Rhode Island	Vermont
Florida	New Jersey	Puerto Rico	West Virginia
Georgia	New York	South Carolina	

5.8. X-ray Acceptance Procedures - Upon completion of an x-ray system installation, the contractor is required to notify the Defense Support Center, Philadelphia (DSCP) that the system is ready for an acceptance inspection. Notification by the contractor should be made in writing to:

DSCP-MX
 PO Box 8419
 2800 S. 20th Street
 Philadelphia, PA 19101-8419.

Note: Acceptance inspections cannot be performed by this activity without the approval of the manufacturer and notification from DSCP.

a. Once notification has been received by DSCP that the unit is ready for inspection, DSCP will in turn notify the appropriate service (U.S. Army, U.S. Air Force or Navy) representative. The U.S. Army Representative at USAMMA/ Tobyhanna Army Depot will then contact the facility and notify them that the Government has received an official notice that a Radiology System has been installed and that the facility has 30 working days to complete the inspection. If the facility cannot perform the required inspection they will need to reply back to the representative (USAMMA) that they need assistance to complete the testing and indicate the reasons. If the system passes the inspection then the start date of the warranty will be the date of the original notice sent to DSCP. If the system fails the inspection then the warranty start date will be the date when it passes the re-inspection. If the inspection is not completed within this time frame, then the Government automatically accepts the system under default and the warranty start date is the date of the original notice sent to DSCP.

b. Upon completion of the acceptance testing, the report must be forwarded to:

DSCP-MX,
PO Box 8419
2800 S. 20th Street
Philadelphia, PA 19101-8419

c. For the U.S. Army, a copy of the report, along with a completed copy of the FDA 2579 must be sent to:

Medical Maintenance Operations Division
Medical Support Division-Tobyhanna
ATTN: MCMR-MMO-MT (X-ray Acceptance Testing)
Tobyhanna Army Depot
11 Hap Arnold Blvd.
Tobyhanna, PA 18466-5063

d. Applying for a Variance - Variances to the inspection time frame cannot be negotiated locally. Requests for variances must be made as early as possible and directed to DSCP-MX prior to the expiration of the established 30 working day inspection period. Requests must state the reason(s) for not complying within the stipulated time frame and the actions, which are desired or required, e.g., time extension.

Note: It should be noted that the local contractor's representative might not be aware of the contract requirements and inspection testing procedures. Therefore, it is to the advantage of any activity that will require an acceptance inspection to involve the local clinical engineering activity in new x-ray system installations. Unresolved local problems regarding the installation or inspection of an x-ray system should be directed to DSCP-MX, for resolution by the responsible contracting officer.

5.9. Cannibalization Point - The MSD-Tobyhanna maintains unserviceable assets of selected medical equipment for cannibalization. Authorized customers may request parts from cannibalization for mission critical medical equipment when parts are not available from any other source.

6. Requesting Services

All units, organizations, facilities or agencies other than active army (P84 and medical P1 funds) are required to reimburse USAMMA for all services. Army National Guard and Army Reserve units are not required to submit funding citations as their respective headquarters provide funds on an annual basis to cover their medical equipment. Funding documentation from other reimbursable customers must include the following:

- a. Document number to include owning DODAAC, UIC and address
- b. Funding citation.
- c. Authorized amount (amount authorized for service).
- d. Point of contact and telephone number.
- e. Nomenclature of item.
- f. National stock number, management control number, or non-standard number.

- g. Model number and quantity sent with serial numbers.
- h. Any accessories, maintenance manuals, or other materiel that may be required to perform service on the equipment.
- i. Identification of all accessories.

6.1. Preparing the Equipment - Prior to sending any nonstandard medical equipment not listed in the table above, call DSN 795-6396 to ensure that the items can be supported at this division.

a. Infection Control - is primarily the responsibility of the activity requesting equipment repair or maintenance service. Equipment must be cleaned and disinfected to the maximum extent possible prior to shipment to or receipt by this maintenance division. We retain the right to refuse equipment that has not been properly cleaned and disinfected.

b. Hazardous Waste - Equipment, which contains hazardous waste, must be disposed of in accordance with federal and local laws. It is the responsibility of the activity requesting service to dispose of hazardous waste prior to shipment to or acceptance by this division.

c. Packing/Transport - Equipment should be packed to prevent further damage during shipment/transport.

Note: Each individual item of equipment excluding dental handpieces will have its own DA Form 2407 (Work Order Request).

6.2. Preparing the Paper Work - All customers may request maintenance services by submitting either a DA Form 2407 (or automated equivalent). Requests for high priority work (Priority 03) must be authenticated by the Unit Commander or a person designated by the Unit Commander. Work requests submitted without authentication for higher priority will be handled as routine.

6.3. Sending/Delivering the Equipment/Paperwork - Items can be mailed, shipped, or delivered to the address listed below. When equipment is received at the maintenance division, the following items will be checked:

- a. Shipping document (If item is received via mail, UPS, or FedEx).
- b. Damage from shipping or handling.
- c. Cleanliness.
- d. Properly completed DA Form 2407 or equivalent.
- e. Equipment accessories.

Note: Accessories sent along with equipment should be annotated on the work request. Failure to complete paper work or prepare equipment properly may cause a delay in service. When shipping or delivering equipment for repair, please ensure the manufacturer's literature (operation & service) is included. If literature is unavailable, every effort should be made to obtain it prior to shipment of the equipment.

f. When shipping equipment for servicing please use the following address:

US Army Medical Materiel Agency
Medical Maintenance Operations Division
Medical Support Division - Tobyhanna
Warehouse 4, Bay 1
Tobyhanna Army Depot
Tobyhanna PA 18466-5063
DODAAC: W25AT5

6.4. Questions concerning funding or fund citations may be answered by calling the Production Controller at (570) 615-6396 or DSN 795-6396.

6.5. All customers may request maintenance services by submitting either a DA Form 2407 (or automated equivalent), DD Form 1348-1 or DD Form 1149 shipping documents.

6.6. All equipment that comes in reusable containers should be shipped in those containers. All other equipment should be properly packaged so that no further damage will occur. Place a copy of the maintenance request inside the container with the equipment.

6.7. Accessories and maintenance manuals must be sent with the equipment to prevent delays in the repair or service. All accessories sent with the equipment shall be indicated in the remarks section of the shipping document.

6.8. The Maintenance Expenditures Limit (MEL) shall be included in the remarks section of the shipping form. Failure to include the MEL will result in delays.

6.9. When active army units submit equipment that belongs to a serviced unit, the owning units address and UIC will be annotated in the remarks section of the shipping document.

6.10. Equipment items not listed in services available or on the USAMMA maintenance website should not be sent without prior coordination.

6.11. The USAMMA MSD-Tobyhanna is not responsible for billing customers. For questions concerning billing please call USAMMA's Medical Maintenance Management Directorate at 301-619-4368 or DSN 343-4368.

Chief, Medical Support Division – Tobyhanna, Pennsylvania
USAMMA